

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

In the Matter of Compliance Filings by)
Kansas City Power & Light Company,)
Westar Energy, Inc., Kansas Gas and Electric) Docket No. 19-KCPE-178-CPL
Company and Evergy, Inc. Regarding Service)
Quality and Reliability Performance Standards)
Pursuant to the Commissions Order in)
Docket No. 18-KCPE-095-MER.)

SUPPLEMENTAL COMPLIANCE FILING

COME NOW, Evergy Metro, Inc. d/b/a Evergy Kansas Metro [f/k/a Kansas City Power & Light Company](“Evergy Kansas Metro”), Evergy Kansas Central, Inc. [f/k/a Westar Energy, Inc.] and Evergy Kansas South, Inc. [f/k/a Kansas Gas and Electric Company] (collectively referred to herein as “Evergy Kansas Central”);” and all three collectively referred to herein as “Companies”)¹, and submit this supplemental compliance filing (“Supplemental Compliance Filing”) and in support thereof, state as follows:

1. On January 31, 2022, the Companies submitted a compliance filing in this docket (“Original Compliance Filing”) as required by the Order of the State Corporation Commission of the State of Kansas (“Commission”) issued in Docket No. 18-KCPE-095-MER (“18-095 Docket”) on May 24, 2018 (“Merger Order”), and as approved by the Commission’s Merger Order approving the Non-Unanimous Settlement Agreement submitted on March 7, 2018, by certain parties to the 18-095 Docket (“Settlement Agreement”).

¹ Effective October 8, 2019, Evergy Metro, Inc. d/b/a Evergy Kansas Metro adopted the service territory and tariffs of KCP&L; *Order Approving Name Change*, Docket No. 20-KCPE-122-CCN, dated October 8, 2019. Effective October 8, 2019, Evergy Kansas Central, Inc. and Evergy Kansas South, Inc. d/b/a collectively as Evergy Kansas Central adopted the service territory and tariffs of Westar; *Order Approving Name Change*, Docket No. 20-WSEE-123-CCN, dated October 8, 2019.

2. In accordance with Merger Condition 36 of the Settlement Agreement,² the Companies submitted to the Commission Attachments A through D with their Original Compliance Filing, detailing data for various reliability statistics as required by Merger Condition 36.

3. Evergy Kansas Metro intended to include the calculation of the abandoned call rate (“ACR”) for the Raytown call center with consideration of the COVID-19 administrative leave impacts to demonstrate the impact COVID-19 had on its results but, due to an administrative error, this calculation was not included.

4. Attached as a supplement to the Original Compliance Filing please find the following attachment:

Attachment E: Quality of Service - ACR for Raytown with Consideration for COVID-19 Administrative Leave Impacts

Respectfully submitted,

/s/ Roger W. Steiner

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**COUNSEL FOR EVERGY KANSAS METRO and EVERGY KANSAS CENTRAL
F/K/A KANSAS CITY POWER & LIGHT COMPANY, WESTAR ENERGY,
INC., AND KANSAS GAS & ELECTRIC COMPANY**

² Merger Condition 36: Service Quality and Reliability Performance Standards: KCP&L and Westar will report the particular performance metrics as set forth in Exhibits BA-4 and BA-5 of the direct testimony of Bruce Akin. Exhibits BA-1 through BA-5 are provided in Attachment 4 to the Settlement Agreement. KCP&L and Westar will also provide the reports described in Attachment 5 to the Settlement Agreement. Changes to future reporting can be made, as mutually agreed upon by Applicants, Staff and CURB.

VERIFICATION

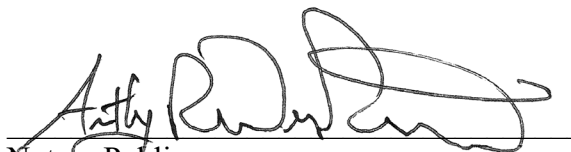
STATE OF MISSOURI)
) ss
COUNTY OF JACKSON)

The undersigned, Darrin R. Ives, upon oath first duly sworn, states that he is the Vice President of Regulatory Affairs of Evergy, Inc., that he has reviewed the foregoing pleading, that he is familiar with the contents thereof, and that the statements contained therein are true and correct to the best of his knowledge and belief.



Darrin R. Ives
Vice President, Regulatory Affairs

Subscribed and sworn to before me this 15th day of June 2022.



Notary Public

My appointment expires: 4/26/2025



CERTIFICATE OF SERVICE

I, the undersigned, hereby certify that a true and correct copy of the above was electronically served, hand-delivered or mailed, postage prepaid, this 15th day of June 2022 to:

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/s/ Roger W. Steiner

Roger W. Steiner

Evergy Reliability Statistics*
Evergy Kansas Metro Monthly Regulatory Reporting [2021]

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year to Date
Abandoned Call Rate	1.3%	-	-	-	-	-	3.3%	5.6%	2.9%	2.7%	3.2%	3.7%	3.4%
Service Level-Total Agent	91%	-	-	-	-	-	65%	54%	62%	77%	75%	82%	70%

Excluded dates KCP&L**1st Quarter Exclusions**

Storm 01/01/21, CFP Implementation 01/19/21, SPP weather event 02/16/21, CFP 02/21, CFP 03/21

2nd Quarter Exclusions

Storm 5/9/21, 6/11/21, CFP 4/21, CFP 5/21, CFP 6/21

3rd Quarter Exclusions

Storm 7/10/21, 8/10/21, 8/12/21, 8/20/21, CFP 7/1/21-7/18/21, July 180 hours Covid leave, August 400 hours Covid leave, September 444 hours Covid leave

4th Quarter Exclusions

Storm 12/15/21,

	Actuals	SL	Raytown Calls w/in SL	Abandons	% Abandon
No Exclusions	1,108,445	63%	702,635	72,275	6.5%
Storm Exclusions	1,055,814	64%	676,466	63,644	6.0%
CF and Storm Exclusions	497,280	70%	349,220	23,708	4.8%
CF/Storms and unplanned Admin	497,280	70%	349,220	16,847	3.4%

Data used:

Avg calls

handled per

staffed hour

(CSR)

6.7

Admin leave hours

saved calls

July (half mo) 180 1,206

August 400 2,680

September 444 2,975

6,861

Adjusted abandon number 16,847